

<b>Notice of References Cited</b>	Application/Control No. 09/776,610	Applicant(s)/Patent Under Reexamination HERBERT ET AL.	
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*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
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	B	US-5,911,134	06-1999	Castonguay et al.	705/9
	C	US-5,134,574	07-1992	Beaverstock et al.	702/84
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*	V	webarchive.org webpage of Dec 5, 1998, genesys.com, "Products & Services: Genesys DART", pp. 1-3
*	W	Business Wire, June 22, 1998, "New Expectations Software Wins Best of CTI Expo Designation"
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\*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)  
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.

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	K	US-			
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